

April 3, 2006
Case No. GP-303939 (2760/140)
Serial No.: 10/683,716
Filed: October 10, 2003
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REMARKS

Applicants thank the Examiner for the withdrawal of the restriction requirement.

The §112 rejection to claim 20 has been obviated by amendment to correct a typographical error.

The §101 rejection of claims 10-15 has been obviated by amendment to claims 10-11 and 13-15 to correct a typographical error, and cancellation of claim 12.

The rejection to claims 1-6 and 8-20 as anticipated by Allison is traversed. Allison does not disclose receiving a quality assurance message from the call center responsive to the transmission of the electronic module identifier as claimed in amended claims 1, or receiving a quality assurance message from the electronic module identifier database responsive to the transmission of the electronic module identifier as claimed in amended claims 10, and 16. Applicants note that the Examiner did not identify any particular citation within Allison that allegedly discloses the claimed element.

Applicants thank the Examiner for the noted allowability of claim 7, but traverse the objection, as claim 7 indirectly depends from claim 1 which is allowable as outlined above. One of the "Markush" elements has been removed from claim 7, and separately claimed in new claim 24.

New claim 24 includes allowable material previously claimed in claim 7 and is therefore allowable over the prior art. New claims 21-23 depend from claims 1, 10, or 16 and are therefore allowable over the prior art for at least the same reasons. Support for new claims 21-24 is found, *inter alia*, on page 11, lines 14-22.

Withdrawal of the rejections and objections to claims 1-20, and allowance of claims 21-24 is requested.

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SUMMARY

The Applicants respectfully submit that claims 1, 2, 4-11, 13-17, and 19-24 fully satisfy the requirements of 35 U.S.C. §§ 102, 103 and 112. In view of the foregoing, favorable consideration and passage to issue of the present application is respectfully requested. If any points remain at issue that may best be resolved through a personal or telephonic interview, the examiner is respectfully requested to contact the undersigned at the telephone number listed below.

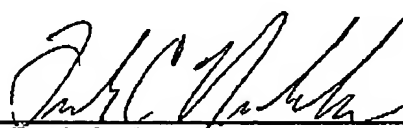
Dated: April 3, 2006

Respectfully submitted,
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